

TRANSITION OF HFP SUBSCRIBERS TO MEDI-CAL

What we need to tell Families:

Note:

- (1) None of these notices are in the current Maximus contract to send out...It would be excellent if the notices could be developed with variable text, then the notice could more easily change by audience
- (2) All information below should be included in some way in each notice from very general in the General Notice to the most specific in the final notice
- (3) For all HFP Subscribers Most of the items on page 1 will be included in a general way

	HFP NOTICES				Medi-Cal Notice
	General Notice	90 Days Advance	60 Days Advance	30 Days Advance	1 st Month of Coverage
High level overview of change					
Law Change to HFP	X				
Children will be moved to Medi-Cal in 2013	X				
This will take us throughout most of the year to accomplish	X				
Medi-Cal coverage includes all the benefits of Healthy Families coverage	X				
Delivery system is different, will need to describe	X		X	X	
What to Expect/Next Steps (if applicable)	X				
What to do, who to contact if there is a change in circumstances/family's information.				X	X
4 Phases					
Children will transition in phases.					
Confirmation that they are in the same/connected plan (Phases 1 & 2) or that they are in, or will be in, the plan of their choice (Phases 3 and maybe 4).		X	X	X	
Application Process					
All application processes still available: Health-e-App, Phone in Application, Paper Application.					
	General Notice	90 Days Advance	60 Days Advance	30 Days Advance	1 st Month of Coverage

Annual Enrollment									
Families need to follow through with Redetermination Notices. Depending on renewal date, HFP will conduct some of the redeterminations and for others, the County will.									
Confirmation that their annual enrollment date will remain the same.									
Premiums									
Families must continue to pay their premium while in HFP.									
Most families will pay less or no premiums after they have transition to Medi-Cal.									
Information about Premiums in Medi-Cal.									
EFT.									
4 th Month Free.									
Notices									
Welcome Packet from Medi-Cal and Plans									
<ul style="list-style-type: none"> What is included in each 									
Mail Welcome Packet.									
BIC Cards and Managed Care Plan ID cards									
Notification that they are coming and what to do with them.									
Benefits Identification Card (BIC) /what it is and when to use it.									
BIC Card Special Stuffer with Transition Group Information.									
BIC Mailing.									
Medical Plans									
Briefly state what Medi-Cal offers - medical.									
Fewer co-pays.									
Families will need to know how opportunities and process in Medi-Cal for health plan choice, physician availability and continuity of care.									

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Vision Plans					
Briefly state Medi-Cal - Vision.					
Families will no longer have a vision plan however they will get these services (exams/eyeglasses) through their health plan.					
Mental Health and Drug and Alcohol Program					
All Mental health services will be provided by the County Mental Health Departments.					
Briefly state what Medi-Cal offers - Mental Health and Drug and Alcohol Program.					
Dental					
Dental services provided by dentist enrolled with Medi-Cal except in Sacramento & Los Angeles Counties.				X	
Briefly state what Medi-Cal offers - dental.				X	
Provide general information on FFS program (Denti-Cal).				X	
Inform Families of Denti-Cal Beneficiary Customer Service Line – <i>The Customer Service line is available to beneficiaries to obtain information on benefits, locate providers, etc.</i>				X	
Inform Families how to locate Denti-Cal provider - <i>Denti-Cal does not assign providers to beneficiaries. It is important to notify beneficiaries prior to their transition from HFP to Denti-Cal on how to locate a provider so they may access services on the first day they phase into the program.</i>			X	X	
Inform availability of information on Denti-Cal website				X	

	General Notice	90 Days Advance	60 Days Advance	30 Days Advance	1 st Month of Coverage
Sacramento – Dental Managed Care Mandatory					
Inform Families of same dental plan vs. new dental plan – <i>There are dental plans with HFP that link to Medi-Cal Dental that some beneficiaries will transition straight to with the option of the others. There will also be some beneficiaries who will be linked to a new dental plan based first on their primary care provider. Those individuals will need to know where they are now enrolled.</i>				X	
Inform Families of the Beneficiary Dental Exception Process – <i>Enrollees who are having issues accessing services may call the Dental Managed Care Toll Free line to be assisted.</i>				X	
Inform Families on how to change dental plans – <i>Beneficiaries in Sacramento can change dental plans.</i>				X	
Los Angeles – Dental Managed Care Voluntary					
Inform Families of same dental plan vs. FFS – <i>If the dental plan in HFP is not a Medi-Cal Dental plan the member will be transitioned into FFS. All FFS notice apply. If they are in a dental plan with HFP that links to a Medi-Cal Dental plan those individuals will be transitioned to the like plan with Medi-Cal Dental. Those individuals need to know they have an option of dental plans or FFS.</i>				X	
Inform Families on how to change dental plans – <i>HCO call center to transition into a different dental plan or FFS.</i>				X	
Inform on how to access services – <i>same provider.</i>				X	

HEALTHY FAMILIES PROGRAM to MEDICAL TRANSITION Stakeholder Engagement Timeline

Meetings		7/12	8/12	9/12	10/12	11/12	12/12	1/1/13 Phase 1	2/13	3/13	4/1/13 Phase 2	5/13	6/13	7/13	8/1/13 Phase 3	9/1/13 Phase 4	10/13	11/13	12/13
MCARE	Weekly All Plan Meeting	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
MCARE	Quarterly Advisory Group			X			X			X			X						X
Dental	Stakeholder Meeting #1 All Plan Meeting	X	X	X	X	X	X	X											
Dental	Stakeholder Meeting #1 All Other Stakeholders		X	X	X	X	X	X											
Dental	Stakeholder Meeting #2 Notifications			X															
Dental	Stakeholder Meeting #3 Continuity of Care				X														
Dental	Stakeholder Meeting #4 Reporting									X									
Dental	Weekly Meeting with Dental Fiscal Intermediary		X	X	X	X	X	X	X	X									
Eligibility	Ongoing Weekly County/Consortia, ITSD, MCED, MAXIMUS, MRMIB meetings	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Eligibility	CWDA Meeting with Cathy Sanderling, Discuss Consortia needs.		X	X	X	X		X	X	X	X	X	X	X	X	X			
Eligibility	Quarterly advocate meeting	X			X			X			X								
Agency	General Stakeholder Meetings		X	X			X												
MRMIB	Quarterly Advocate Meeting				X			X			X			X			X		
MRMIB	Monthly HFP Health, Dental, Vision Mtg		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MRMIB	Quarterly HFP Advisory Panel Meeting		X			X			X			X							
MRMIB	Board Meeting		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DMHC	Quarterly Consumer Advocate Meeting	X			X			X						X			X		
DMHC	Quarterly Health Plan Oversight Meeting		X	X			X			X		X				X			X

08/14/02